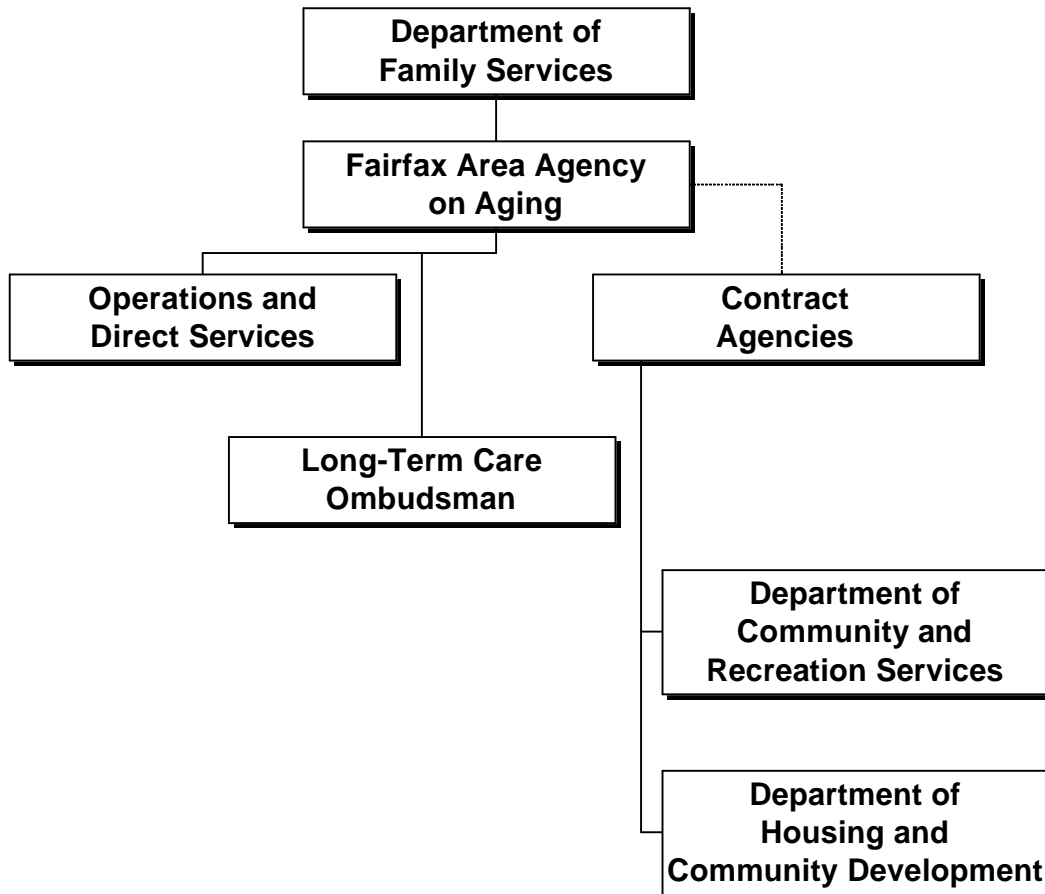


FAIRFAX AREA AGENCY ON AGING



FUND 103

AGING GRANTS AND PROGRAMS

Agency Position Summary

37 Grant Positions / 36.0 Grant Staff Years

Position Detail Information

DEPARTMENT OF FAMILY SERVICES

OPERATIONS AND DIRECT SERVICES

Community-Based Social Services

1	Human Services Worker IV
1	Human Services Worker III
1	Human Services Worker I
1	Volunteer Services Program Manager
2	Volunteer Services Coordinators II, 1 PT
1	Social Worker II
1	Administrative Assistant II, PT
8	Positions
7.0	Staff Years

Care Coordination for the Elderly Virginian

1	Social Work Supervisor
2	Social Workers II
1	Social Worker III
1	Mental Health Therapist II
2	Public Health Nurses II
1	Management Analyst II
1	Administrative Assistant II
9	Positions
9.0	Staff Years

Home Delivered Meals

1	Human Services Worker IV
2	Human Services Workers III
2	Human Services Workers I
5	Positions
5.0	Staff Years

Family Caregiver Support

1	Management Analyst III
1	Position
1.0	Staff Year

LONG-TERM CARE OMBUDSMAN

1	Social Work Supervisor
3	Social Workers III
4	Positions
4.0	Staff Years

DEPARTMENT OF COMMUNITY AND RECREATION SERVICES

Congregate Meals

5	Recreation Specialists II
5	Recreation Assistants
10	Positions
10.0	Staff Years

PT Denotes Part-Time Positions

FUND 103

AGING GRANTS AND PROGRAMS

Agency Mission

To promote and sustain a high quality of life for older persons residing in Fairfax County by offering a mixture of services, provided through the public and private sectors, that maximize personal choice, dignity, and independence.

Agency Summary					
Category	FY 2002 Actual	FY 2003 Adopted Budget Plan	FY 2003 Revised Budget Plan	FY 2004 Advertised Budget Plan	FY 2004 Adopted Budget Plan
Authorized Positions/Staff Years					
Grant	37/ 36	37/ 36	37/ 36	37/ 36	37/ 36
Expenditures:					
Personnel Services	\$1,926,840	\$1,956,975	\$2,885,701	\$2,128,940	\$2,115,930
Operating Expenses	1,990,221	2,185,097	2,777,489	2,183,429	2,183,429
Capital Equipment	0	0	0	0	0
Total Expenditures	\$3,917,061	\$4,142,072	\$5,663,190	\$4,312,369	\$4,299,359
Revenue:					
Federal	\$1,186,650	\$1,078,126	\$1,687,820	\$1,258,552	\$1,258,552
State	830,912	826,152	926,227	708,265	708,265
Project Income	299,066	336,028	411,618	333,949	333,949
Other Jurisdictions' Share of the Ombudsman Program	90,183	83,995	83,995	83,995	83,995
City of Fairfax	33,013	33,013	33,013	33,013	33,013
City of Falls Church	36,306	36,306	36,306	36,306	36,306
Private Corporations	6,436	12,453	10,499	9,453	9,453
Fund Balance	(202,016)	0	737,713	0	0
Total Revenue	\$2,280,550	\$2,406,073	\$3,927,191	\$2,463,533	\$2,463,533
Net Cost to the County	\$1,636,511	\$1,735,999	\$1,735,999	\$1,848,836	\$1,835,826

Board of Supervisors' Adjustments

The following funding adjustments reflect all changes to the FY 2004 Advertised Budget Plan, as approved by the Board of Supervisors on April 28, 2003:

- ◆ A decrease of \$13,010 reflects reduced funding for the Pay for Performance program. Based on the approved 25 percent reduction, the FY 2004 program will result in reductions in the increases employees will receive based on their performance rating, capping employees to a maximum of 5.25 percent. This adjustment leaves in place the Pay for Performance program in preparation for system redesign for FY 2005.

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AGING GRANTS AND PROGRAMS

The following funding adjustments reflect all approved changes to the FY 2003 Revised Budget Plan from January 1, 2003 through April 21, 2003. Included are all adjustments made as part of the FY 2003 Third Quarter Review:

- ◆ A net increase of \$40,432, completely offset by a commensurate increase in non-County revenues, including an increase of \$150,564 in Personnel Services offset by a decrease of \$110,132 in Operating Expenses, is included. It should be noted that due to State budget reductions announced in October 2002, FAAA anticipated a loss of \$85,930 in State funding in FY 2003. However, the net State reduction in FY 2003 totaled \$70,071 which was more than offset by increases in Federal and Project Income revenue, resulting in a net increase of \$40,432 in both revenues and expenditures. These adjustments impact the following programs and services:
 - An increase of \$62,925 in the Title VII, Long-Term Care Ombudsman Program,
 - An increase of \$7,168 in the Caregiver Support Program,
 - An increase of \$6,195 in the Tile III-C(2), Home-Delivered Meals Program,
 - An increase of \$1,988 in the Fee for Services/Homemaker Program,
 - An increase of \$722 in the Title III B, Community-Based Social Services Program,
 - A decrease of \$29,315 in the Tile III-C(1), Congregate Meals Program, and
 - A decrease of \$9,251 in the Care Coordination for the Elderly Virginian Program.

County Executive Proposed FY 2004 Advertised Budget Plan

Purpose

The purpose of the Fairfax Area Agency on Aging (FAAA) is to be a community leader on aging issues and to promote programs and activities that contribute to the independence and well being of elders and their caregivers.

In FY 2004, as in the past, FAAA will be the focal point for the network of county and private sector agencies serving the interests of the elderly. FAAA plays a key role linking practice and policy for Fairfax County and will continue to advocate for the needs of seniors. The agency helps seniors remain in the community through the administration of social service programs that deal with older persons whose needs are varied and may require intervention by one or more agency services. The Fairfax Area Commission on Aging, appointed by the Board of Supervisors and the cities of Fairfax and Falls Church, serves as the official advisory body to the FAAA.

Volunteerism is an integral part of FAAA program operations, allowing citizens to assist older persons and giving seniors the opportunity to become involved in community service. The agency operates programs that serve older persons, as well as programs that utilize older persons as resources to the community. Approximately 2,500 individuals volunteer their time for FAAA-sponsored programs.

FUND 103

AGING GRANTS AND PROGRAMS

In terms of funding, the Title III-C(1), Congregate Meals program, which will serve an estimated 181,578 meals to the elderly in FY 2004, will continue to be the largest program administered in Fund 103. While the Department of Family Services (DFS) has oversight of Fund 103, two other County Agencies have primary responsibility for administering the Congregate Meals program:

- ◆ The Department of Housing and Community Development administers the meal programs at three County-owned residential facilities: the Lewinsville Senior Residence, the Lincolnia Senior Residence, and the Little River Glen Senior Residence. It also administers meal programs at the Herndon Harbor House and Mount Vernon Adult Day Health Care Centers.
- ◆ The Department of Community and Recreation Services administers the congregate noon meal program at 15 existing Senior Centers and one Adult Day Health Care Center.

The Title III-C(2), Home Delivered Meals Program provides meals to frail seniors who are homebound, unable to prepare their own meals, and without informal or formal caregiver support to help them prepare meals. In FY 2004, the agency will serve an estimated 258,663 meals through this program.

The Northern Virginia Long-Term Care Ombudsman Program is jointly funded by Fairfax County, Arlington County, Prince William County, Loudoun County, and the City of Alexandria. The goals of this program are to investigate and help resolve complaints concerning nursing homes, assisted care facilities, and community-based home care.

The Care Coordination for the Elderly Virginian (CCEV) grant, formerly called Case Management for Elderly Virginians, is a joint program of DFS, FAAA, the Health Department, the Fairfax-Falls Church Community Services Board, and the Department of Systems Management for Human Services. This program uses a multidisciplinary approach to the assessment and care plan development process. Case managers from all disciplines have direct access to authorize long-term care services that are administered under DFS, FAAA, and the Health Department.

Key Accomplishments

- ◆ Eliminated the waiting list of frail, homebound elderly persons who needed food by establishing a new Meals-on-Wheels route in the Centreville/Chantilly area.
- ◆ Implemented a case management redesign for the Falls Church case management project. Staff from the Adult Day Health Care Program in the Health Department and the Home Delivered Meals Program in DFS organized into a self-managed team to implement the redesign. In addition, FAAA staff is conducting an evaluation that measures time from referral to assessment, client and staff satisfaction, frequency of contact with clients, number of joint home visits, and number of clients approved for Medicaid Community-Based Care.
- ◆ Hosted the Older Adult Employment, Technology, and Information Expo, which offered older adults the opportunity to attend educational lectures and learn about employment opportunities and community resources for seniors. The Expo, which was planned by a team of County and community partners, was attended by more than one thousand seniors.
- ◆ Conducted a survey and subsequently offered a workshop for regional nursing facilities regarding pain management. The workshop, which was attended by 70 nursing facility staff, will be used as a model for future State Ombudsman workshops.
- ◆ Commissioned George Mason University to evaluate the effects of the wage increase for contract home care aides which was implemented in FY 2002. The study found that the wage increase helped with both recruitment and retention of home care aides.

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AGING GRANTS AND PROGRAMS

- ◆ Provided staff support to the citizen Long-Term Care Task Force. The Task Force presented “A Strategic Plan for Long-Term Care in the Fairfax Community” to the Board of Supervisors in March 2002.
- ◆ Translated, published, and disseminated aging/long-term care brochures, “How Can We Help You?” and “Long-Term Care Ombudsman Program” into five foreign languages: Arabic, Farsi, Somali, Spanish, and Urdu.
- ◆ Established ElderLink’s new Elder Community Care Program in partnership with Inova Visiting Nurse Association (VNA) in April 2002. The program provides intensive care management and tele-homecare monitoring to seniors in the South County area over age 70 with multiple medical conditions, including congestive heart failure. This program improves the physical and mental health of clients and eliminates unnecessary multiple hospital admissions.
- ◆ Developed a survey to determine awareness, interests, concerns, and needs of local area family caregivers and implemented a caregiving initiative to increase support for caregivers.
- ◆ Planned and implemented a Minority Elders Interview project in Region II (i.e., Falls Church area) in partnership with George Mason University and the Department of Systems Management for Human Services. Elders whose primary or only language is Vietnamese, Korean, Spanish, English, Somali, or Urdu, shared their perceptions of the Region II area, including community needs, barriers to accessing services, and concerns for future generations.
- ◆ Increased by 46 percent, in one year, the number of individuals receiving the Large Print *Golden Gazette*.
- ◆ Received an Acts of Caring award from the National Association of Counties for FAAA’s volunteer program “No Place Like Home” in April 2002.
- ◆ Received a program award for FAAA’s volunteer services from Volunteer Fairfax at the annual recognition event.

FY 2004 Initiatives

- ◆ Plan and prepare for the growing numbers of seniors and adults with disabilities. FAAA staff provided support to the citizen’s Long-Term Care Task Force and will support the subsequent citizen’s Long-Term Care Council that is implementing the Task Force’s strategic plan for Fairfax County.
- ◆ Continue to assess needs of local family caregivers and develop plans for education, information, and assistance to family caregivers of persons who need long-term care services. Provide information and support to caregivers through the *Golden Gazette*, the County website, conferences, and other media.
- ◆ Continue to provide education and advice to the older adult public on prescription drug and long-term care insurance options - at a time when the quantity and quality of plans and policies are changing rapidly at the national and state levels - through information and consultation with Virginia Insurance Counseling and Assistance Program (VICAP) staff and volunteers.
- ◆ Expand outreach to culturally diverse elders and adults with disabilities and disseminate information to provide a consistent message of programs, services, and resources available through County agencies and coordinate this effort with other human service agencies.
- ◆ Implement the Adult and Aging module in Harmony, DFS’ human services management information system, to streamline data collection and reporting and further integrate delivery of services.

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It should be noted that State budget reductions were announced in October 2002 and State funding to Area Agencies on Aging statewide was reduced by 11 percent. FAAA anticipates a loss in State funding in FY 2003 of \$85,930 in the Title III-C(2), Home-Delivered Meals program to be offset by the following expenditure reductions: \$36,645 in the Title III-C(1), Congregate Meals program; \$28,476 in the Title III-B, Community-Based Social Services program; and \$20,809 in the Title III-C(2), Home-Delivered Meals program. In the event that additional non-County revenues from Federal and other funding streams materialize, however, new funding will be used to restore a portion of the expenditure reductions noted above.

FAAA anticipates a loss in State funding in FY 2004 of \$87,917 in the Title III-C(2), Home-Delivered Meals program which is offset by the following expenditure reductions: \$47,917 in the Title III-B, Community-Based Social Services program which includes a decrease of \$5,000 in Administration and \$42,917 in Information and Assistance; and \$40,000 in the Title III-C(1), Congregate Meals program. It should be noted that the State reductions in Congregate Meals will result in approximately 12,000 fewer meals served, however this reduction is anticipated to be offset with future Federal funding.

FY 2004 Budget Reductions

As part of the FY 2004 Advertised Budget Plan, in addition to the State reductions noted above, reductions totaling \$86,800 are proposed by the County Executive for this agency. These reductions include:

- ◆ Reduction of \$26,000 in the Title III-B, Community-Based Social Services program which reflects a decrease of \$6,000 in Personal Services and \$20,000 in Operating Expenses for information and assistance services. Reduction will result in a reduced level of outreach services to elderly persons and adults with disabilities;
- ◆ Reduction of \$40,800 in the Title III-C(1), Congregate Meals program which will result in approximately 12,000 fewer meals served to elderly persons and adults with disabilities which may impact the health and nutrition of such persons who depend on such meals; and
- ◆ Reduction of \$20,000 in the Care Coordination for the Elderly Virginian program for home-based care services and equipment for approximately 40 elderly persons and/or adults with disabilities who do not qualify for Medicaid.

Performance Measurement Results

The Fairfax Area Agency on Aging (FAAA) will continue its service focus of helping elderly persons and adults with disabilities live in their own homes. In FY 2002, FAAA surpassed its goals of having 80 percent of persons who received case management services reside in their homes when services were terminated or after one year of service and having 95 percent of persons receiving community-based services who remained living in the community rather than entering an institution after one year of service, achieving outcomes of 83 percent and 98 percent, respectively. FAAA met these goals primarily through concentrated efforts and coordination of services across the organization and with community partners. FAAA also surpassed its goal for persons receiving nutrition services as 40 percent of clients who received home-delivered meals and 87 percent of clients who received congregate meals scored at or below moderate risk on the Nutritional Screening Initiative (NSI). FAAA fell short of its goal to complete 96 percent of APS and Ombudsman investigations within the State standard of 45 days, achieving an outcome of 83 percent, due primarily to a small number of complex cases which required significant follow-up.

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To achieve these goals, particularly at a time when the population of elders and adults with disabilities is growing rapidly, DFS Adult Services, Adult Protective Services, and FAAA staff are examining work practices to enhance program efficiency and effectiveness. It is expected that recommendations regarding work practices, as well as regionalization of services, will be implemented in Spring 2003. In addition, FAAA plans to expand task-based home care services to twelve additional congregate apartments in FY 2003 to maximize the effectiveness of home based care funds. Task-based home care services are presently offered in six congregate sites. George Mason University conducted two evaluations of task-based home care services and noted greater efficiency as compared to the hourly model of home care services.

To address issues of long-term care, FAAA will also continue to support the recommendations of the Citizens Long-Term Care Task Force which included establishing a long-term care council; conducting a comprehensive, ongoing campaign to increase awareness and everyday knowledge of long-term care; improving integrated access and connections to long-term care; and improving and expanding a qualified long-term care provider work force.

Funding Adjustments

The following funding adjustments from the FY 2003 Revised Budget Plan are necessary to support the FY 2004 program:

- ◆ A net decrease of \$606,197 in Personnel Services reflects a decrease of \$784,162 primarily due to the carryover of unexpended FY 2002 grant funds to FY 2003 necessary because grant program years are not aligned with the County's fiscal year and a decrease of \$6,000 in fringe benefits due to County budget reductions. This decrease is partially offset by an increase of \$177,965 for salary adjustments necessary to support the County's compensation program.
- ◆ A net decrease of \$704,192 in Operating Expenses reflects a number of actions including a decrease of \$702,524 due to the carryover of unexpended FY 2002 grant funds to FY 2003 and a decrease of \$87,917 primarily in Information and Assistance and Congregate Meals due to State budget reductions. Also included are a decrease of \$80,800 in Information and Assistance, Home-Based Care, and Congregate Meals due to County budget reductions, and a decrease of \$2,664 in information Technology infrastructure charges. These decreases are partially offset by an increase of \$32,348 for increased contract costs in providing home-delivered meals and an increase of \$137,365 due to revised State funding allocations that are fully offset by revenue approved as part of the *FY 2002 Carryover Review*.

The following funding adjustments reflect all approved changes in the FY 2003 Revised Budget Plan since passage of the FY 2003 Adopted Budget Plan. Included are all adjustments made as part of the FY 2002 Carryover Review and all other approved changes through December 31, 2002:

- ◆ As part of the *FY 2002 Carryover Review*, an increase of \$1,231,288 reflects the carryover of unexpended FY 2002 grant funds to FY 2003. Carryover of grant funds is necessary because grant program years generally run from October 1 to September 30, while the County's fiscal year runs from July 1 to June 30.
- ◆ As part of the *FY 2002 Carryover Review*, an increase of \$249,398 fully offset by revenues which is primarily due to revised State funding allocations in the Title III-B Community-Based Social Services and Title III-C(2) Home Delivered Meals Programs.

FUND 103

AGING GRANTS AND PROGRAMS

Performance Measures

Objectives

- ◆ To maintain at 80 percent the percentage of elderly persons and adults with disabilities receiving case management services who reside in their homes at termination of services or after one year of service.
- ◆ To maintain at 95 percent the percentage of seniors receiving community-based services who remain living in the community rather than entering an institution after one year of service or information.
- ◆ To maximize personal health by serving nutritious meals so that 40 percent of clients receiving home-delivered meals and 80 percent of clients receiving congregate meals score at or below a moderate risk category on the Nutritional Screening Initiative (NSI), a risk tool.
- ◆ To meet the State standard by maintaining the percent of Adult Protective Services (APS) and Ombudsman investigations completed within 45 days at 90 percent or more, in order to protect vulnerable adults.

Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2000 Actual	FY 2001 Actual	FY 2002 Estimate/Actual	FY 2003	FY 2004
Output:					
Adult and Aging/Long-Term Care clients served	2,044	2,046	2,200 / 2,093	2,100	2,100
Clients served with community-based services (CBS)	6,429	7,038	6,939 / 6,818	6,818	6,778
Meals provided (1)	430,823	427,681	432,019 / 452,241	452,241	440,241
APS and Ombudsman Investigations conducted	750	698	750 / 744	750	750
Efficiency:					
Cost per Adult and Aging/Long-Term Care client	\$3,732	\$4,025	\$3,855 / \$4,367	\$4,426	\$4,513
Cost per CBS client	\$77	\$77	\$103 / \$109	\$119	\$115
Cost per meal (2)	\$8	\$9	\$10 / \$9	\$10	\$12
Cost per investigation	\$1,677	\$1,880	\$1,903 / \$1,810	\$2,071	\$2,045
Service Quality:					
Percent of Adult and Aging/Long-Term Care clients satisfied with services	91%	89%	90% / 95%	90%	90%
Percent of CBS clients satisfied with the information and services	96%	98%	95% / 95%	95%	95%
Percent of clients satisfied with home-delivered meal quality and quantity (3)	90%	NA	95% / 92%	NA	90%
Percent of clients satisfied with congregate meal quality and quantity (3)	NA	100%	NA / NA	90%	NA
Investigations completed within the State standard of 45 days (4)	686	697	718 / 615	675	675

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Indicator	Prior Year Actuals			Current Estimate	Future Estimate
	FY 2000 Actual	FY 2001 Actual	FY 2002 Estimate/Actual	FY 2003	FY 2004
Outcome:					
Percent of clients who remain in their homes after one year of services	79%	94%	80% / 83%	80%	80%
Percent of CBS clients who remain in community after one year of service or information	98%	98%	95% / 98%	95%	95%
Percent of clients served home-delivered meals who score at or below a moderate nutritional risk category	44%	44%	40% / 40%	40%	40%
Percent of clients served congregate meals who score at or below a moderate nutritional risk category	86%	88%	80% / 87%	80%	80%
Percent of investigations completed within 45 days (4)	92%	100%	96% / 83%	90%	90%

(1) State budget reductions totaling \$40,000 will result in an additional 12,000 fewer congregate meals served in FY 2004. However, it is anticipated that an increase in Federal funds will partially offset this reduction.

(2) Beginning in FY 2004, indicator includes transportation costs associated with the Congregate Meals Program reflected in DFS. Historically, some transportation costs were reflected in the Department of Community and Recreation Services.

(3) These indicators reflect Home-Delivered Meals or Congregate Meals Program clients, not both. A satisfaction survey is conducted every other year for each meal program. A satisfaction rating goal of 90 percent or better reflects perceived impact of meals to health and well-being of sicker home-delivered meals clients.

(4) These indicators reflect APS cases and Ombudsman program cases, combined. Within the Ombudsman program in particular, several cases reflect numerous issues regarding quality of care that have become more complex in nature than in the past and required more time to reach resolution. Therefore, the quality and outcome measures are lower and performance goals have been lowered from 95 to 90 percent.

FUND 103

AGING GRANTS AND PROGRAMS

FUND STATEMENT

Fund Type G10, Special Revenue Funds

Fund 103, Aging Grants and Programs

	FY 2002 Actual	FY 2003 Adopted Budget Plan	FY 2003 Revised Budget Plan	FY 2004 Advertised Budget Plan	FY 2004 Adopted Budget Plan
Beginning Balance	\$535,697	\$0	\$737,713	\$0	\$0
Revenue:					
Federal Funds ¹	\$1,186,650	\$1,078,126	\$1,687,820	\$1,258,552	\$1,258,552
State Funds	830,912	826,152	926,227	708,265	708,265
Project Income	299,066	336,028	411,618	333,949	333,949
Other Jurisdictions' Share of Ombudsman Program	90,183	83,995	83,995	83,995	83,995
City of Fairfax	33,013	33,013	33,013	33,013	33,013
City of Falls Church	36,306	36,306	36,306	36,306	36,306
Private Corporations	6,436	12,453	10,499	9,453	9,453
Total Revenue	\$2,482,566	\$2,406,073	\$3,189,478	\$2,463,533	\$2,463,533
Transfer In:					
General Fund (001)	\$1,636,511	\$1,735,999	\$1,735,999	\$1,848,836	\$1,835,826
Total Transfer In	\$1,636,511	\$1,735,999	\$1,735,999	\$1,848,836	\$1,835,826
Total Available	\$4,654,774	\$4,142,072	\$5,663,190	\$4,312,369	\$4,299,359
Grant Expenditures:					
67450G , Title III B, Community- Based Social Services	\$667,019	\$624,596	\$884,929	\$640,158	\$637,303
67451G , Title VII Ombudsman	234,017	248,008	371,733	270,350	268,721
67452G , Fee for Services/Homemaker	203,288	223,682	311,426	229,048	229,048
67453G , Title III C(1) Congregate Meals	1,476,352	1,568,311	2,050,290	1,548,908	1,546,397
67454G , Title III C(2) Home- Delivered Meals	760,436	776,733	1,015,706	867,622	865,696
67455G , Care Coordination for the Elderly Virginian	438,294	570,089	728,364	596,710	593,121
67456G , Caregiver Support	137,655	130,653	300,742	159,573	159,073
Total Grant Expenditures	\$3,917,061	\$4,142,072	\$5,663,190	\$4,312,369	\$4,299,359
Total Disbursements	\$3,917,061	\$4,142,072	\$5,663,190	\$4,312,369	\$4,299,359
Ending Balance	\$737,713	\$0	\$0	\$0	\$0

¹ In order to account for revenues and expenditures in the proper fiscal year, an audit adjustment in the amount of \$3,296 has been reflected as a decrease to FY 2002 revenues to reflect revenue deferred until FY 2003. This impacts the amount carried forward resulting in a net increase of \$3,296 to the *FY 2003 Revised Budget Plan*. The audit adjustment has been included in the FY 2003 Comprehensive Annual Financial Report (CAFR).